



23rd Year, 4th Issue
December 2005

632 Versailles Road
Frankfort, KY 40601
(502) 573-2604 V/TTY
(800) 372-2907 V/TTY
(502) 573-3594 FAX
www.kcdhh.ky.gov

“
*KCDHH does the
“behind the scenes”
work which is
generally all it takes
to get the issue
resolved.*
”

In This Issue...

Bobbie Beth's Tidbits	1
Chairperson's Article	2
Cookie Williams	3
TeliTalk	3
CapTel	3
Helpful Agencies	4-5
Library Update	6
Accessibility	6
Norton's and Fox 41	6
Holidays	6
New Staff Person	6
SHHH	7
Interpreter Certification	7
Bowling Green	7
Happy Holidays	8

Communicator

Kentucky Commission on the Deaf and Hard of Hearing



Bobbie Beth's Tidbits...

Advocacy: Behind the Scenes

Some of you have often asked or wondered why the Kentucky Commission on the Deaf and Hard of Hearing doesn't do more direct advocacy work for Kentuckians who are deaf or hard of hearing. I hope to shed some light on this issue in this article. The KCDHH often receives calls from the deaf and hard of hearing community requesting KCDHH advocate for their rights on various issues. At the time we receive the request for Advocacy Services, we immediately partner with the appropriate agency who would handle the front line advocacy work. The KCDHH works closely with state agencies such as the Department of Justice, the Commission on Human Rights, Protection and Advocacy, the Department of Protection Agency and the Federal Communications Commission, among others, to assist in direct advocacy that comes from those individual agencies. The KCDHH's primary role is to *inform* those agencies who may be discriminating against the individual who is deaf or hard of hearing of their responsibility according to the law. We make many

phone calls and send verifying documentation to the agencies pertaining to their specific situation and responsibility. It then becomes that agency's responsibility to abide by the law and provide the service, accommodation, or to address whatever the issue may be. The KCDHH encourages individuals who are deaf and hard of hearing to contact us with your questions or issues and to come to our office and make use of our videoconferencing sites we have available for the public to walk in and use. I encourage you to make use of the information and knowledge we have. The KCDHH does the "*behind the scenes*" work which is generally all it takes to get the issue resolved. It has been our experience over the years that the agencies that are potentially discriminating against you aren't doing so intentionally, it is merely that they are unaware of their responsibilities set forth in our laws. Many times all it takes is one simple phone call from our agency explaining the laws and their responsibility and the problem is resolved. So, again, I hope this gives you a better understanding how the process works when dealing with state agencies. We are heavily involved in advocacy work, just not directly. I encourage you to contact our office if you have any questions or for any issues that may arise in the future. We are here to serve you!

Bobbie Beth

Commission Members

Dr. Patricia Freeman, Chair
Member at Large Representative

Susan Brown
Kentucky Speech, Language &
Hearing Association Representative

Cristal Collins
Parent Representative

Nina Coyer
Kentucky Association of the Deaf
Representative

Virginia G. Fox
Education Cabinet Secretary

Shannon Grider
Kentucky Registry of Interpreters
for the Deaf Representative

Diane Haynes
Service Provider Representative

Dr. James Holsinger, Jr.
Health and Family Services
Cabinet Secretary

Dodie Karr
Kentucky Association of the Deaf
Representative

Kevin Martin
Kentucky Association of the Deaf
President

Bob Stuckey
Self Help for the Hard of Hearing
Representative

Betty Timon
American Association of Retired
Persons Representative

Merle Williams
Alexander Graham Bell
Representative

Cole Zulauf
Kentucky Association of the Deaf
Representative

*The deadline to submit
information and articles for
the March 2006 edition of
the Communicator is February
2006. All materials provided
through KCDHH are available in
accessible format upon request.*

Parents and Advocacy... from the Chairperson's Perspective



Patricia Freeman

When we become parents, we automatically assume a multitude of important roles that continuously change as our children grow. From nurturer, educator, coach, spiritual advisor, doctor, to chauffeur and even banker. When we become the parent of a special needs child, additional roles are often required. One of the most significant and probably the most challenging of these roles is that of *advocate*.

The American Heritage® Dictionary of the English Language defines advocate as: "one that argues for a cause; a supporter or defender." I am certain that all parents of a deaf or hard of hearing child have at some point fulfilled the role of advocate.

In dealing with the day to day challenges of raising a deaf or hard of hearing child we constantly interact with a myriad of service providers, including physicians, educators, therapists and hearing instrument specialists. Often, these well meaning professionals are off the mark when assessing our children and it is then that we must step up and play the role of advocate. After all, we have raised these tiny creatures from day one; we know them better than anyone. We know their strengths and their weaknesses and we know what they are

capable of and what is beyond their grasp. We must however approach advocating with awareness in order to be effective.

The most important thing we can do to assure effectiveness is to educate ourselves. We need to be knowledgeable about the various laws that have been put into place to protect our children's basic human and civil rights, such as the Americans with Disabilities Act (ADA), the Individuals with Disabilities Education Act (IDEA) and Section 504 of the Rehabilitation Act. Information about these laws can be found in your local public library, the KCDHH Resource Library, the Internet and bookstores. We must also be aware of the various resources that are available to us and our children. KCDHH has compiled a wonderful resource directory called the Directory of Services for Individuals who are Deaf and Hard of Hearing. It is available to you either online at www.kcdhh.ky.gov or in hardcopy upon request.

It is imperative that we work closely with the professionals that provide services to our children. We need to get to know them and communicate with them on a regular basis. We must ask questions when we don't understand something and when it comes to a point that we disagree with a recommendation or we feel that something is not being done appropriately, then we must take a stand. However, we must do so calmly and assertively. Aggression will only be met with resistance.

We must also be sure to keep the communication flowing freely with our child so he/she can give us feedback about their needs. The older our children become, the more they are able to start speaking up for themselves. We should encourage self-advocacy and empower them as much as we can, to assist them in developing the skills necessary to lead a happy and successful life.

Commission Staff

Bobbie Beth Scoggins, Ed.D.
Executive Director

John Barnes, Information Systems Supervisor
Sereta Campbell, Executive Staff Interpreter
Anita Dowd, Information Program Coordinator
Rowena Holloway, Program Coordinator
Kevin Kreutzer, Network Analyst I
Virginia L. Moore, State Interpreter Administrator
Rachel Morgan, Interpreter Relations Coordinator
Dana Parker, Executive Staff Advisor
Julie Posey, Executive Secretary
Sharon White, Document Processing Specialist II
Wilma Wright, Administrative Assistant



Elizabeth "Cookie" Williams, a beloved friend, supporter and professional mentor to the Knowledge Center on Deafness (KCD), KCDHH and DeaFestival, died suddenly in her home on September 19, 2005.

An artist herself, Cookie supported the vision of DeaFestival for deaf and hard of hearing artists. DeaFestival—Kentucky was only one of many organizations, locally and nationally, which Cookie supported. Kentucky DeaFestival was one of her favorite charities. Cookie also served on the Knowledge Center on Deafness (KCD) Board and always challenged us to expand our abilities to reach artists past Kentucky's borders. She will be sorely missed by everyone at KCDHH, her family, and the entire town of Wilmington, Ohio. The hole in our hearts can only be filled by the loving memories she left behind.

Pictured above are Executive Director Bobbie Beth Scoggins and Cookie Williams during her visit for a KCD Board meeting in Frankfort last July 2005. Dr. Scoggins and Virginia Moore attended the funeral in Wilmington, Ohio.



TeliTalk Has Arrived

Speech impaired consumers can now choose to receive the *TeliTalk*, an artificial larynx / amplified telephone, from the TDD Distribution Program at KCDHH. The artificial larynx portion of this piece of equipment is directly connected to the telephone and cannot be used without the telephone itself. However, the device does allow consumers with a laryngectomy, who previously could not use the telephone, to communicate independently again.

Several of these devices have been distributed to satisfied consumers. One such individual contacted KCDHH, utilizing the device he had just received, and thanked the TDD Program staff for "giving him his life back." As his voice quivered with emotion he stated that "his children and grandchildren had been unable to speak with him on the phone for almost 15 years and now he could talk to them again and they could hear his voice." It's this kind of input that keeps our staff motivated and passionate about our work!

If you, or someone you know, is interested in applying for the TeliTalk, contact KCDHH to obtain an application through the TDD Distribution Program.

If You Have a CapTel— Read This

Effective November 1st Kentucky consumers may use 2-Line CapTel. Just like standard CapTel, 2-line CapTel gives you live captions of everything said during a phone conversation. With 2-line CapTel the conversation is carried on one telephone line and captions are provided on a second line. This gives the user the ability to caption any phone call—incoming or outgoing—at any point in the conversation.

Benefits of this new service:

- Receive captions on all incoming calls
- Turn captions on (or off) at any point in the conversation
- Eliminate separate phone numbers for callers to remember—they just dial your phone number directly
- Get captions for every type of call, including emergency calls and calls through relay
- Have others pick up an extension line and share the call without interrupting captions
- Enjoy telephone services like Call-Waiting without interrupting captions (including getting captions of the second call)



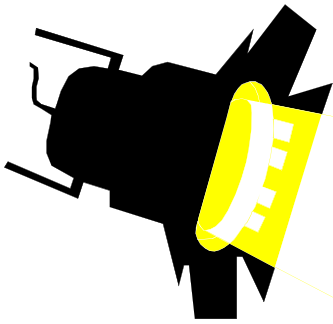
For more information on how to update your CapTel to 2-line, please contact CapTel customer service at:

Ultratec, Inc.

Attn: CapTel Customer Service
450 Science Drive
Madison, WI 53711
(888) 269-7477 CapTel or Voice
(800) 482-2424 TTY
(608) 238-3008 Fax

CapTel@CapTelMail.com

<http://www.captionedtelephone.com>



SPOTLIGHT ON



Protection and Advocacy

Our Mission:

To protect and promote the rights of Kentuckians with disabilities through legally based individual and systemic advocacy, and education.

Protection and Advocacy (P&A) is an independent state agency that was designated by the Governor as the protection and advocacy agency for Kentucky. P&A's staff includes professional advocates and attorneys. We are advocates working together with people who have disabilities to promote and protect their legal rights. Through our information and referral services, we try to answer questions about your rights under disability laws. Our staff is knowledgeable about many disability-related issues, including:

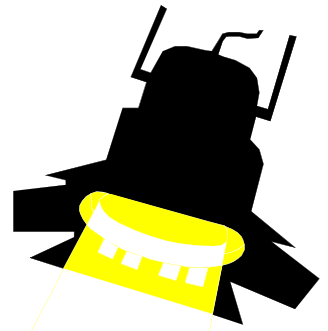
- Discrimination in Education
- Employment Discrimination
- Discrimination in Housing and Public Places
- Abuse and Neglect
- Social Security Benefits
- Medicaid
- Medicare and other insurance
- Special Education
- Vocational Rehabilitation

What services do we provide? We train groups about rights under disability laws. We investigate reported or suspected abuse or neglect of people with disabilities. We provide technical assistance to attorneys and other professionals. We also provide technical assistance about legislative and policy concerns. Finally, depending on your legal problem, we may provide individual case advocacy and legal services. If you need more information about what we do, contact us at the following:

Protection and Advocacy
100 Fair Oaks Lane, 3rd Floor
Frankfort, KY 40601
800-372-2988 (Message line and TTY)
502-564-2967 (V)
502-564-0848 Fax
Info@kypa.net
<http://www.kypa.net>



SPOTLIGHT ON



Kentucky Commission on Human Rights

Established in 1960, the Kentucky Commission on Human Rights is charged to ensure the dignity, well being, and basic rights of the public through our commitment to, education about, and enforcement of the Kentucky Civil Rights Act (linked). The Commission is governed by an eleven-member panel of Commissioners appointed by the Governor from Kentucky's seven judicial districts and the state-at-large. The executive director and staff carry out the daily work of the Commissioners, who in turn review, guide and approve activities.

Enforcement Branch. Reports of discrimination are handled in-house beginning in most instances with Enforcement Branch. Case processing begins when a person calls the Commission's office or a Commissioner brings an issue to the staff's attention. Inquiries and complaints about potential discrimination are received by enforcement officers, who act as impartial fact finders to determine if discrimination occurred. Investigations of complaints are conducted by interviewing of the parties involved in the complaint, talking with witnesses, and reviewing records. If the evidence cannot support a finding of probable cause, the complaint is dismissed. If there is probable cause that discrimination occurred, efforts are made to conciliate the complaint. Conciliation agreements can include provisions for a job, promotion, the next available apartment, back wages, embarrassment and humiliation, other compensation, and reports by respondents to the Commission.

Legal Division. The Legal Division provides legal services on behalf of the Commission to complainants who allege violations of the Kentucky Civil Rights Act. Staff attorneys negotiate conciliation agreements and present cases in administrative hearings and the state's court system. If a complaint is not dismissed or conciliated, it is brought before the Commission in an administrative hearing where one of the three attorneys in the legal division represents the complainant. The Commission has the authority to award damages and issue injunctive decrees. Aggrieved parties can appeal Commission rulings to the Circuit Court. Since 1992, complainants and respondents in housing cases can elect to bypass the administrative hearing and be heard in Circuit Court.

Research & Information. An important component of the Commission's mission is to educate and inform people about their rights under the law and to inform businesses, landlords, and other organizations about how to conduct their operations in accordance with the law. Research and Information coordinates the agency's field offices, public affairs, community relations, and publications. The Research and Information Division staff is available to conduct speaking engagements, workshops, classes and other events. Commission's staff works with local commissions throughout the Commonwealth to identify problems, devise solutions and offer technical assistance. In addition, the Commission publishes reports on various topics each year.

Kentucky Commission on Human Rights

332 West Broadway, Suite 700

Louisville, KY 40202

502-595-4024 (V)

502-595-4084 (T)

800-292-5566 (V)

500-595-4801 Fax

<http://kchr.ky.gov>



KCDHH Resource Library Update

We are currently doing inventory on our KCDHH Resource Library. We have noticed that several items are long overdue. If you are a library patron and have overdue materials, we ask that you please return them so that someone else may use them. **Patrons who do not return materials will lose their borrowing privileges until all materials are returned.**

When Accessibility Is In Question...Age Doesn't Matter

The TDD Distribution Program is proud to serve Kentuckians of all ages. Individuals across the state from five (5) years old to one hundred and fifty (150) years old are eligible to apply, if they are in need of specialized equipment to communicate on the telephone. We are proud to announce that two of our most recent recipients are one hundred and one (101) years old!! Both received amplified telephones and contacted us after receipt of the device, thanking us for improving their lives. This proves that when accessibility is needed, age doesn't matter! It's NEVER TOO LATE to change your life.

Norton Healthcare and WDRB FOX 41 are now providing improved closed captioning for the Deaf and Hard of Hearing Community

For the first time, thanks to a collaborative effort by Norton Healthcare and WDRB FOX 41, deaf and hard of hearing viewers will have access to non-scripted broadcasts by way of real-time captioned newscasts. Beginning October 17th, Norton Healthcare began funding real-time closed captioning on all FOX 41 newscasts. This is the only Louisville station to offer this advanced technology.

Closed captioning has been available for years; however, it was limited to the scripted portions of programming. Therefore, any live field reporting, weather forecasts, severe weather announcements, and breaking news announcements were not accessible the deaf and hard of hearing community.

Now, thanks to Norton Healthcare and WDRB FOX 41, the deaf and hard of hearing community in the FOX 41 viewing area now has access not only to live reports and weather forecasts, but also to potentially life saving information.

A big THANK YOU goes out to these companies for taking the lead in making their services accessible!!

Holidays

Holidays are a time for celebration and reflection. Each of us celebrates in our own way. You may find it interesting searching the web to find out how other cultures celebrate the holidays! We hope your holiday celebration is spent with family and with friends!

www.archaeolink.com/hanukah_traditions.htm



Introducing John Barnes...

I am John Barnes, and I joined KCDHH as an Information Systems Supervisor III in late 2005. At KCDHH, I am responsible for the administrative aspects of running the computer network system and the videoconferencing needs of the Commission. Prior to joining KCDHH, I served in the U.S. Air Force for 14 years as a Russian linguist. After leaving the Air Force, I have spent the last seven years as a Network Analyst in the Department for Natural Resources.

SHHH Changes Its Name to the Hearing Loss Association of America

The Board of Trustees of Self Help for Hard of Hearing People (SHHH) voted to change the name of the organization to the Hearing Loss Association of America on November 6, 2005 during their fall meeting.

Terry D. Portis, Ed.D., executive director of SHHH states, "SHHH needs to position itself to meet the needs of a new generation of people with hearing loss while continuing to serve the constituents who rely on us today. I believe that by updating our name and image we will be better able to communicate our message and fulfill our mission. SHHH expects to complete the transition to the Hearing Loss Association of America in March 2006."

According to recent research conducted by Sergei Kochkin, Ph.D., the population of people in the United States with hearing loss has grown from an estimated 28 million in 1989 to over 31 million in 2004, and is anticipated to grow by a third in less than a generation, to 40 million people.

SHHH's mission is to open the world of communication to people with hearing loss through information, education, advocacy and support. The organization continues to fulfill its mission in innovative ways, such as launching its groundbreaking online education program, the American Academy of Hearing Loss Support Specialists in fall 2005, and launching a new design for its website in 2006.

Richard Meyer, president of the SHHH Board of Trustees states, "This strategic decision is a significant milestone in SHHH's 25 year history. While remaining committed to the vision of founder Rocky Stone, SHHH is evolving to best meet the needs of people with hearing loss today and in the future, continuing to be a pioneer in advocacy and support for consumers with hearing loss."

National Interpreter Certification (NIC) Update

The Registry of Interpreters for the Deaf and the National Association of the Deaf's new joint Interpreter Certification test, the National Interpreter Certification (NIC), is now in place and being administered in Kentucky. The Kentucky Commission



on the Deaf and Hard of Hearing is now administering the NIC test. The procedure to apply to take this test is similar to that of the "old" RID CI/CT test. To apply, send your application and fees directly to RID. Upon receiving your "Receipt of Payment" letter from RID, contact Sereta Campbell, Supersite Coordinator at the Kentucky Commission

on the Deaf and Hard of Hearing, to make an appointment to take your test. The Supersite Coordinator will work with the candidate to ensure the best test time possible for both the LTA and the candidate. The Kentucky Commission on the Deaf and Hard of Hearing continues to administer the RID CI/CT tests as well. To make an appointment for this test, please send application and fees directly to RID. Upon receiving the "Receipt of Payment" letter, please contact Sereta Campbell to schedule your appointment. If you have any questions regarding either test, please contact Sereta Campbell at 502.573.2604 or by email at Sereta.campbell@ky.gov.



Bowling Green Is Making Waves

During September, KCDHH and Western Kentucky University (WKU) partnered to host an open house

for the Deaf Access Station (DAS) established at the Bowling Green Community College (BGCC). BGCC has opened its doors to the community welcoming individuals to use the videoconferencing station from 8:00 am–9:00 pm Monday-Friday and 8:00 am–2:00 pm on Saturdays. Check it out!

Over 60 individuals from the deaf and hard of hearing community attended the BGCC Open House and the local newspaper printed a wonderful article about the enthusiastic crowd that was in attendance. One individual who attended was quoted as saying "I live in a rural area of Bowling Green and I cannot get DSL or Cable and I want to use video conferencing to make my phone calls because I am tired of TTY's. Now I can come here and make my calls until we get high speed at home. It's wonderful!"

Dr. Birch and Dr. Etienne, both Deans at BGCC, also attended the open house and were very impressed with both the demonstration of technology and the community response. Future plans include purchasing a plasma screen for the wall of the DAS room in order to make communication easier on the eyes, working with another software program (Click to Meet) in order to provide sign language classes via satellite through the University of Kentucky, and possibly adding DAS sites in Owensboro and Glasgow.



Bowling Green's Justice Center is also introducing new technology to individuals who work with and are served by the county judges. Both videoconferencing capabilities (D-Link provided by Hamilton) and specialized telephone equipment (CapTel) were installed at the court house during October to level the playing field for deaf staff. Just goes to show us...technology and awareness can make a REAL DIFFERENCE in today's workforce!

Commission on the Deaf
and Hard of Hearing
632 Versailles Road
Frankfort, KY 40601

An agency of the Kentucky Education Cabinet

